



COMMODITY SUPPLEMENTAL FOOD PROGRAM  
POLICY AND PROCEDURE MANUAL

## Chapter 9

# Complaints

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## COMMODITY SUPPLEMENTAL FOOD PROGRAM

### POLICY AND PROCEDURE MANUAL

SUBJECT: Complaints	Chapter: 9
	Section: 9.1
REFERENCES: 7 CFR 247.5(a)(11) and 250.6(u)	Page: 1 of 1
	Revised: 8-2-04

**PURPOSE:** To outline the procedures for reporting, processing and resolving complaints about supplemental foods.

**POLICY:** Local agencies shall report, process and resolve complaints about supplemental foods in accordance with federal regulation.

#### PROCEDURES:

- A. During certification all participants and potential participants will be informed of their rights and obligations. Participants will be advised of the policy of non-discrimination and the procedure for filing a complaint if they believe they have been discriminated against.
- B. Depending on the nature of the complaint, i.e., food or services, the problem will be promptly investigated by the local agency and the person making the complaint will be notified of the results in writing. All persons making complaints must be notified of their right to a fair hearing so they may take further steps should their complaint not be satisfactorily resolved.
- C. Complaints suggesting a potential health hazard will be reported immediately to the Missouri Department of Health and Senior Services (MDHSS) by the local agency. MDHSS will immediately refer the matter to the Section for Environmental Public Health, the U.S. Department of Agriculture, and the local public health agency for prompt follow-up and resolution.
- D. All complaints will be documented along with appropriate and necessary corrective action. Follow-up on complaints will be conducted within 30 days of resolution of the complaint to assure that all problems have been corrected.
- E. The distributing agency, in cooperation with the local agency, will investigate promptly complaints received in connection with the distribution or use of donated foods, correct any irregularity, and inform the local agency and MDHSS. The distributing agency will maintain documentation on file of complaints and actions taken. MDHSS reserves the right to make investigations and has the final determination as to when a complaint has been properly adjusted. Serious irregularities will be reported to USDA by MDHSS in writing.